



State of California

# Employment Training Panel

Arnold Schwarzenegger, Governor

November 6, 2009

Gerald Wallman, Administrator  
Doctor's Hospital of West Covina  
725 South Orange Avenue  
West Covina, CA 91790

Dear Mr. Wallman:

RE: FINAL MONITORING VISIT REPORT for Doctor's Hospital of West Covina (Doctor's Hospital) – ET08-0295

Date of the Visit:	11/05/09
Beginning/Ending Time:	9:00 a.m. – 12:00 p.m.
Date of Last Visit:	09/10/09
Visit Location:	West Covina
Persons in attendance:	Gerald Wallman, Administrator, Doctor's Hospital of West Covina Lourdes Meza, HR Coordinator, Doctor's Hospital of West Covina Elsa Wadzinski, Contract Analyst, Employment Training Panel
Action Required:	No

Term of Agreement:	12/31/07-12/30/09	Agreement Amount:	\$147,456
Training Start Date:	01/18/08	Average Number to Retain:	64
Date Training must be Completed:	09/28/09	Range of Hours:	24 - 130
Type of Trainee:	Retrainee	Weighted Ave. Hours:	128

## **SUMMARY OF ACTION REQUIRED FROM THIS VISIT:**

None

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1100 J Street, 4<sup>th</sup> Floor  
SACRAMENTO, CA 95814  
(916) 327-5640

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NORTH HOLLYWOOD, CA 91602  
(818) 755-1313

S.F. BAY AREA REGIONAL OFFICE  
1065 East Hillsdale Blvd, Suite 415  
FOSTER CITY, CA 94404  
(650) 655-6930

SAN DIEGO REGIONAL OFFICE  
5353 Mission Center Road, Suite 110  
SAN DIEGO, CA 92108  
(619) 686-1920

### **FINAL REPORT SUMMARY:**

The Agreement was executed on February 1, 2008, and training began on January 18, 2008. Project staff reported that all ETP training was completed by September 25, 2009, which allows for the 90-day retention period to be completed within the term ending date of the Agreement – December 30, 2009.

ETP approved Agreement Modification No. 1, executed May 5, 2008, adding several subtopics to the ETP Curriculum, which were inadvertently overlooked at the time of development. Subsequently, ETP approved Modification No. 2, to reduce the minimum number of training hours required for reimbursement from 40 to 24 hours, which was executed July 6, 2009.

You advised the Analyst that of the 64 trainees specified on Chart 1, Exhibit A of the Agreement, 46 trainees (72%) have completed the minimum number of training hours required (24 hours) for reimbursement and are expected to complete the 90-day retention period. The total hours provided to trainees who met the required minimum in Job 1 are 2,670 (1,566 hours of Advanced Technology training, and 1,104 hours of Class/Lab training). At a reimbursement rate of \$18 per hour for Class/Lab training, and \$26 an hour for Advanced Technology training, Doctor's Hospital of West Covina will earn approximately \$60,588 (41%) of the total ETP Agreement amount, assuming all other Agreement requirements are met. Since you have been paid \$45,960.75 to date, you will receive an additional \$14,627.25 in ETP funding if the anticipated number to retain is verified during the final fiscal closeout. The Analyst commented that all funding to date is unearned. Ms. Wadzinski reminded project staff that the Final Closeout should be submitted no later than 30 days after the last date of the term of the Agreement.

Project staff stated that although the hospital did not complete 100 percent of the training, Doctor's Hospital of West Covina able to provide Advanced Technology, Business Skills and Commercial Skills training that led to a higher quality of service, in turn increasing customer and employee satisfaction ratings, as well as increasing medical staff self esteem. The training also helped staff focus on the importance of education.

The Analyst asked what barriers, if any, you and your staff experienced in implementing your ETP program. Ms. Meza responded that the main difficulty was scheduling classes for a group of people; as the hospital is limited in the number of trainer hours it was able to provide, and training schedules were limited. She also commented that hospitals are mandated by specific nurse/patient ratios, and it was difficult to take someone off the floor to attend training, unless someone else was available to cover for them, as not to violate the nurse/patient ratio. Further, project staff stated that many nurses have more than one job, limiting their availability to attend training scheduled any time than their normal schedule.

In discussing ETP record keeping, project staff reported that after becoming familiar with ETP's websites, they were user-friendly. It was also stated that the ETP staff provided good support throughout the Agreement. In closing, you commented that Doctor's Hospital of West Covina is interested in returning to ETP for another contract in the near future to complete the training plan originally submitted.

**PROJECT STATUS PROVIDED BY THE CONTRACTOR:**

Job Number	Number Started Training	Number Enrolled in Training	Number of Trainees Dropped (following enrollment)	Number of Trainees Completed Minimum Hours	Number of Trainees Completed all Training	Number of Trainees Completed Retention
1	70	70	20	46	46	42

The project status provided by project staff agreed with the Contract Status report that indicates 70 trainees were enrolled and 20 trainees were dropped.

**ATTENDANCE ROSTERS:**

The Analyst reviewed attendance records of 19 trainees who completed training and compared the information from the rosters to the information input on the ETP On-Line Tracking System. The review of the Class/Lab Rosters revealed that the Rosters were completed correctly and met ETP requirements; the Agreement curriculum was provided as specified; and you are in compliance with the trainer to trainee ratio of one to 20 for Class/Lab training, and one to 10 for Advanced Technology training, as specified in the Agreement Training Plan. Further, the information regarding training hours and training type listed on the attendance rosters corresponded with the information input on the ETP On-Line Tracking System.

Your project staff was advised that these findings are based only on the training records reviewed during this Visit and represent only a sample of the training records completed to date. Further that it is your responsibility to ensure that all training records are in compliance with Panel requirements for auditing purposes. [Reference: Title 22 California Code of Regulations, Section 4442)]

**AUDIT:**

Doctors Hospital of West Covina will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

**RECORD RETENTION:**

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

If you have any questions or comments regarding this report, please contact Elsa Wadzinski at (818) 755-3634 or by email at [ewadzinski@etp.ca.gov](mailto:ewadzinski@etp.ca.gov) within ten (10) working days from the receipt of this report.

Sincerely,

**Signature on file**

Wally Aguilar, Program Manager  
North Hollywood Regional Office

**Signature on file**

Elsa Wadzinski, Contract Analyst  
North Hollywood Regional Office

cc: Lourdes Meza, Human Resources Coordinator (via E-mail)  
Doctor's Hospital of West Covina

David Guzman, Chief, Audits & Program Operations Division, ETP (via E-mail)  
Kulbir Mayall, Fiscal Manager, ETP (via E-mail)  
Master File  
Project File

Date report mailed to Contractor 11/24/09